

Direction of: Paul Hanson Chief Executive of North Tyneside Council

North Tyneside Council, (the Authority) in accordance with the following

- Paragraph 2 of Schedule 11 to the Housing Benefit Regulations 2006,
- Paragraphs 10 and 11 of Part 4 of Schedule 7 of the Council Tax Reduction Schemes (Prescribed Requirements) (England) Regulations 2012, as incorporated into the Council's Local Council Tax Support Scheme

Hereby makes the following directions:

- 1) An individual who, in accordance with the regulations and Council Tax Support Scheme cited above, makes a claim for Housing Benefit and or Council Tax Support or reports a changes of circumstances, under the Social Security and Benefits Act 1992 or the Local Government Finance Act 1992, is authorised to do so by means of an electronic communication (as defined by Section 15 (1) of the Electronic Communications Act 2000), provided the individual
 - uses the methods approved by the Authority in relation to the claim or change in circumstances
 - is included in a category of person approved by the Authority for the purpose of making an electronic application under this direction
- 2) a) New claims and notification of changes in circumstances can be made using the Authority's own electronic forms which are available at:
 - <https://my.northtyneside.gov.uk/category/93/housing-benefit-and-council-tax-support>
 - <https://my.northtyneside.gov.uk/category/216/change-circumstances-benefit-claimants>
- b) Forms should be completed to such an extent that is considered acceptable by the Authority so a decision can be made or an award revised.
- c) Amendments can be made to such new claims or notifications of changes in circumstances before the claim is decided or award revised, by notifying the Authority by telephone or in writing.
- d) The claimant will provide such evidence as required to support their new claim or change in circumstance notification; this can be photographic or scanned images.
- e) In some instances, the Authority may require original documents to be provided to support a new claim or change in circumstance.
- f) New claims and notification of changes in circumstance will be regarded as being made on the day it is received by North Tyneside Council.

g) Claims not recorded on the Authority's official computer system, maintained by the Authority for sending, receiving, processing or storing of electronic information, will be treated as not received.

h) The authority will verify any information in connection with a new claim or change in circumstances using third party systems provided for this by the DWP or Pension Service.

3) This notice may be amended or withdrawn at any time.

Signed by

A handwritten signature in black ink, appearing to read 'Paul Hanson', with a stylized, flowing script.

Paul Hanson

Chief Executive

North Tyneside Council

Date

4th November 2019